

ATTACHMENT 12



BellSouth Interconnection Services
Suite 420
1900 West Exchange Place
Tucker, Georgia 30084

770 492-7900
Fax 770 621-0632

MCI Account Team

August 29, 1997

Helen Arthur
Local Systems Implementation Specialist
MCI Telecommunications
780 Johnson Ferry Road
Atlanta, Georgia 30342

Dear Helen,

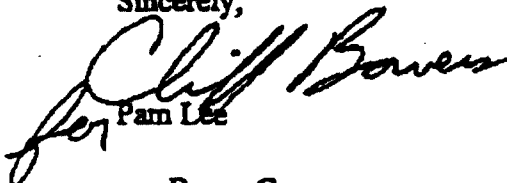
In response to your memo dated August 27, 1997, there are no plans to summarize and mechanically notify CLECs of Rejects and Loss Notifications.

Our goal is to process all requests in the most expeditious manner. We believe that "real time" processing of rejects/clarification as outlined in the CLEC Ordering Guide has worked well for all CLECs. With this process customers are notified immediately why a Local Service Request (LSR) cannot be processed.

The same is true for Loss Notifications. We want to notify MCI in the most timely manner that their customer has selected another CLEC. We feel this is done by distributing the letter at the time the disconnect order is completed as noted in the CLEC Ordering Guide.

I hope you will agree that both processes show our concern for timely notification to you.

Sincerely,


for Pam Lee

cc: Bryan Green
Joe Baker
Clifford Bowers
Marcel Henry

Helen Arthur
V825-6580
404-267-6580
1-888-866-2376 pager

-----Original Message-----

From: Rueblinger_Judy/AL_BRHM05@bridge.bellsouth.com
[SMTP:Rueblinger_Judy/AL_BRHM05@bridge.bellsouth.com]
Sent: Friday, August 29, 1997 4:50 PM
To: Arthur, Helen (MCI)
Cc: Bowers_Clifford_H/AL_BRHM07@a1244034
Subject: Response - Jeopardies/Rejects/Loss Notification

Helen,

Listed below are the responses I owe your on the manual process for Jeopardies, Rejects and Loss Notification.

Jeopardies - The manual process for handling Service Jeopardies is outlined in the CLEC Ordering Guide, page 3-4.

BellSouth is waiting on the Ordering and Billing Form (OBF) to address the standards for Service Jeopardies in and EDI environment. When this is done the LEO guide will be updated to include the appropriate EDI flow.

In regards to the Jeopardy Indicator, BellSouth will only support "J" (single character) as the status in LEO. The acknowledgment field will contain "AC" and the TRAN-SET-PURPOS-CD will be populated with "21".

Rejects - The manual process for handling Errors/Clarifications (or Rejects) is addressed in the CLEC Ordering Guide, page 3-6. The LCSC will fax the clarification request to the "Initiator" (INIT) on the Local Service Request (LSR) ordering form. I am faxing you a copy of the clarification form the LCSC will begin using next week.

Loss Notification - The manual process for handling Service Provider Change Notification is documented in the LEO guide, Page 1-20. A sample letter is also provided on the same page. This letter will be sent to the MCI metro billing contact on the disconnected end user's account.

Please call me if you have any questions.

Thanks,

Judy
770-492-7524

✖

This was in response to my question of who at MCI receives the Loss Notification letter.

Helen Arthur
V825-6580
404-267-6580
1-888-866-2376 pager

-----Original Message-----

From: Judy.Rueblinger1@bridge.bellsouth.com
[SMTP:Judy.Rueblinger1@bridge.bellsouth.com]
Sent: Thursday, September 04, 1997 4:57 PM
To: Arthur, Helen (MCI)
Cc: Clifford.H.Bowers@bridge.bellsouth.com
Subject: Loss Notification

Helen,

The letter is sent to the MCI bill contact on that end user account.
I will check with our staff folks to see if it can be faxed.
Judy

ATTACHMENT 13

Fred McCallum Jr.
General Counsel - Georgia

BellSouth Telecommunications, Inc.
Legal Department - Suite 376
125 Perimeter Center West
Atlanta, Georgia 30346
Telephone: 770-391-2416
Facsimile: 770-391-2812

August 14, 1997

AUG 14 1997

Chairman Stan Wise
Georgia Public Service Commission
244 Washington Street
Atlanta, GA 30334

RE: Consideration of BellSouth Telecommunications, Inc.'s Services
Pursuant to Section 271 of the Telecommunications Act of 1996;
Docket No. 6863-U/7253-U

Dear Chairman Wise:

This purpose of this letter is to provide the Commission with further information with regard to the BellSouth letter that was discussed by Mr. Tamplin of AT&T in his summary and referred to by Mr. Adelman in his cross-examination of Mr. Scheye and Mr. Stacy in the recent hearings in these dockets. A copy of the letter sent to Mr. Tamplin is attached to this letter.

MCI clearly implied at the hearing that BellSouth is in violation of the MCI/BST interconnection agreement by virtue of sending the type of letter received by Mr. Tamplin. This is simply not correct. Paragraph 1.1.1.3 of Attachment VIII to the Agreement states that "BellSouth shall not use MCI's request for subscriber information, order submission, or any other aspect of MCI's processes or services to aid BellSouth's marketing or sales efforts." The letter at issue here is generated by the placement of a DISCONNECT order with BellSouth to terminate the customer's local residence service. MCI's request for subscriber information, order submission, or other processes or services are not utilized in this process at all. The disconnect order placed with BellSouth is not MCI's information. Rather, it is information that BellSouth, like any other local exchange carrier, will receive when a customer desires to terminate his or her service.

The form letter, which was sent only to residence customers, was originally intended to serve as a simple notification to the customer that their local service with BellSouth had been terminated. It was designed to protect the customer from being slammed.

Chairman Stan Wise

August 14, 1997

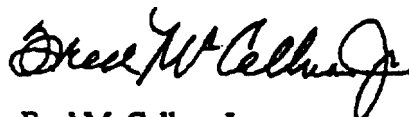
Page -2-

BellSouth clearly has the right to solicit customers who have disconnected BellSouth local service, and have gone to a competitor, in order to try to win back their business. This is the essence of competition. However, this particular letter was never intended to be a win-back letter. Since language reflecting our company's desire to continue serving the customer has been construed by MCI as "win back" language and that language appears in the letter, BellSouth discontinued sending these letters effective the first week of August, 1997.

In the future, BellSouth will in all likelihood send letters to customers who have disconnected their BellSouth service seeking to win back their business back. These letters will be sent after the disconnect order has been completed and the customer has been transferred to the CLEC. No CLEC ordering or other CLEC information has been or will be used by BellSouth to generate or process these letters.

I hope this clears up any concerns about this letter.

Very truly yours,



Fred McCallum Jr.

FMJ/lmh

cc: **Chairman Stan Wise**
Commissioner Mac Barber
Commissioner Bob Durden
Commissioner Robert B. Baker
Commissioner David N. Baker
Nancy G. Gibson
Tiane Somer
David Burgess
Dennis Sewell
Parties of Record

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BellSouth Telecommunications
P. O. Box 800170
Columbia, SC 29202-3170

May 9, 1997
(770)352-9352

JAMES A TAMPLIN JR
445 HUNTERS CROSSING
DR NE
ATL GA 30328

Dear Customer:

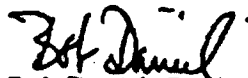
We recently received your request to switch your local phone service to another carrier. Although we are disappointed to lose you as a customer, be assured that we have already handled your request and you will shortly receive your final bill as confirmation.

If you were unaware that we received a request to switch your service, please notify us of the problem so that we can correct it. Call us any day, at any time, at 1-800-733-3285.

If you have elected to leave BellSouth, we'd like you to consider coming back. Please know that we are committed to providing the most advanced technology, the highest level of service and the best value for all of your communications needs. If you would like to resume BellSouth Service, or if you would like to hear more about what we have to offer, please call 1-800-733-3285.

We value you as a customer and look forward to serving you again in the near future.

Sincerely,



Bob Daniel, General Manager-Consumer Services

ATTACHMENT 14

Monday, April 13, 1998

Scott Schaefer
President - Interconnection Services
BellSouth Telecommunications, Inc.
675 West Peachtree Street
Suite 4511
Atlanta, GA 30375

Dear Mr. Schaefer:

BellSouth and representatives from Competitive Local Exchange Carriers (CLECs) continue to meet to establish a joint electronic interface change control process. This CLEC group includes representatives from MCI, Sprint, AT&T, and LCI. There is one component of change control that is beyond the charter of the existing CLEC team that has been examining the change control process. The existing change control process does not address the need for BellSouth to support multiple platforms as it introduces different versions of OSS electronic interfaces.

BellSouth's representatives have stated that BellSouth's position is that it will support multiple platform versions for 90 days following a new version release. MCI, Sprint, AT&T, and LCI do not agree with the current BellSouth position. The transition to new versions of electronic interfaces requires a more formal agreement to govern the necessary support for earlier versions, and is critical to the success of the new joint BellSouth/CLEC change management control process.

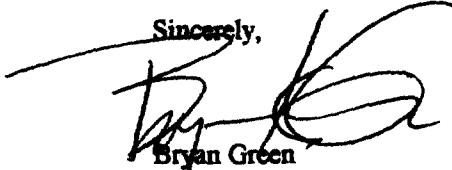
MCI, Sprint, AT&T, and LCI jointly recommend two options in support of the joint change management process when a new electronic interface version is released.

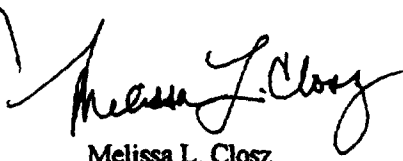
- BellSouth should support the current version and two earlier versions, without an increase in cost to CLECs. As an example, EDI 6.2 and 7.0 would be supported until EDI 8.0 is fully implemented. When 8.0 is fully implemented, support for 6.2 could be withdrawn in 90 days and BellSouth would then support versions 7.0 and 8.0. In the alternative;
- BellSouth would support two current versions of an interface until the last CLEC completes testing of the new version release.

Both recommendations identify the need for flexibility in implementing new versions of electronic interfaces. The change control process, currently under development, addresses how changes are initiated and agreed upon. It does not address the multitude of issues all CLECs encounter when required to implement electronic interface changes. The support of multiple versions provides the flexibility needed to manage the transition to a new version of electronic interfaces.

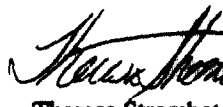
We look forward to your written response by April 30, 1998, specifying how BellSouth plans to address these concerns. We feel that management support for earlier versions are critical to the success of the joint BellSouth/CLEC change control process.

Sincerely,


Bryan Green
Senior Manager - MCI
Southern Financial Operations


Melissa L. Closz
Director - Sprint
Local MKT DEV/INTRGTN


Steven Howard
District Manager - AT&T
Local Services Division


Theresa Strombot
Senior Manager - L
Local Services

ATTACHMENT 15

News Release

09/08/97

BellSouth Corporation
 1155 Peachtree Street, N.E.
 Atlanta, Georgia 30309

BellSouth
Status of State Filings -- Long Distance Relief

<u>State</u>	<u>Initial Filing</u>	<u>Hearings</u>	<u>State Decision</u>
Alabama	June 18, 1997	August 18, 1997	October, 1997
Florida	July 7, 1997	Sep. 4, 1997	November, 1997
Georgia	Jan. 3, 1997	Sep. 15, 1997 #	October, 1997
Kentucky	April 23, 1997	August 25, 1997	September 25, 1997
Louisiana	May 19, 1997	May 19, 1997	Approved August 20, 1997
Mississippi	July 16, 1997	October 28, 1997	November, 1997
N. Carolina	August 5, 1997	September 22, 1997	November, 1997
S. Carolina	April 1, 1997	July 5, 1997	Approved July 24, 1997
Tennessee	Not filed yet.		

Summary Points

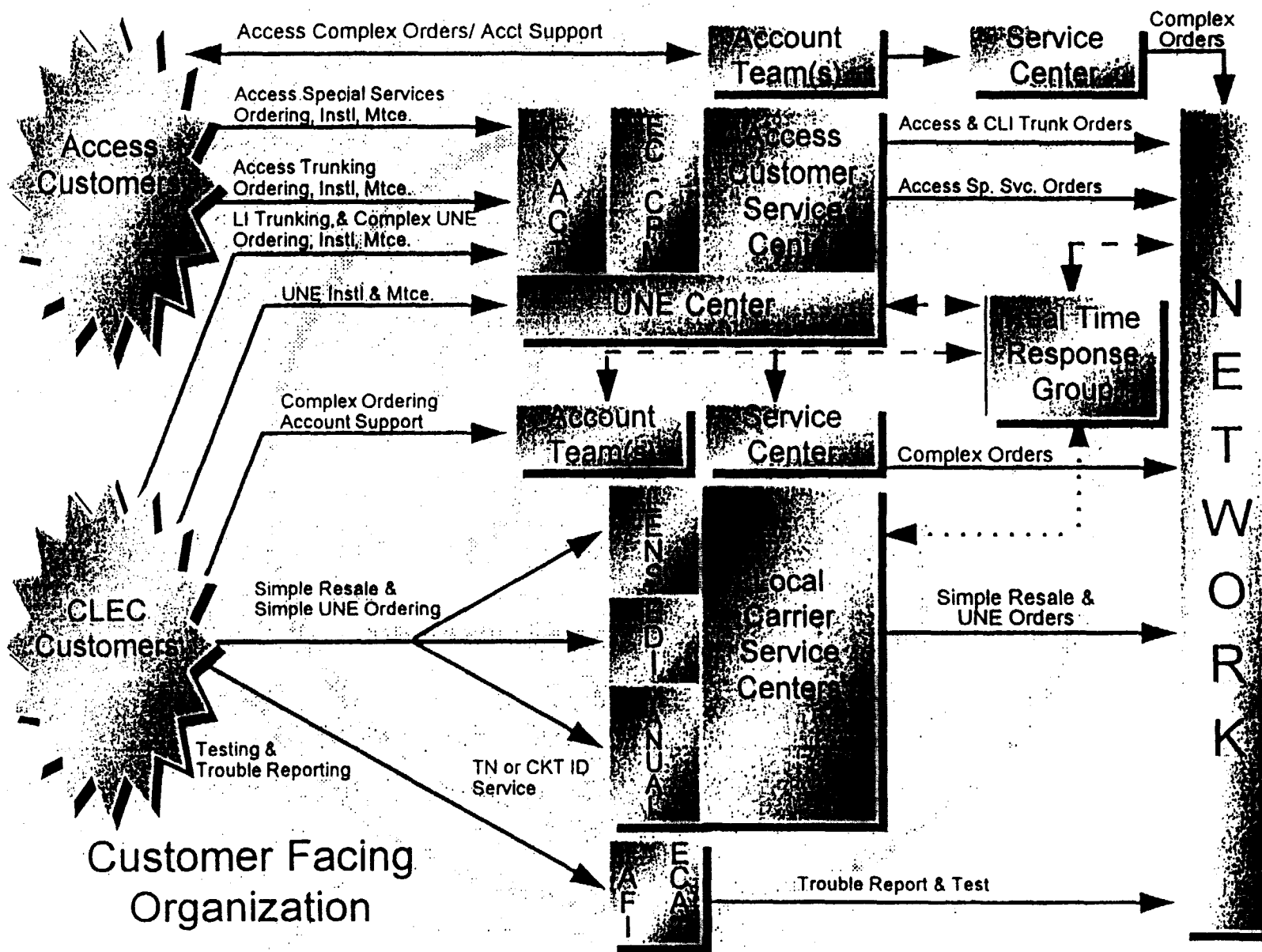
- * BellSouth has filed in 8 of 9 states and will file soon in Tennessee. We've been approved in Louisiana and South Carolina and will be making filings at the FCC for these states in the near future.
- * At the state level, we are focusing our efforts on assuring our Commissions understand the degree to which we've opened our markets, that our interfaces are operational, and that local competition is a reality.
- * For instance, the following are sound bite points of proof:
 - Over 300 CLECs approved for business in our 9 states.
 - Over 75 actually in business.
 - We've lost over 100,000 customers to competitors. This number is growing at a rate of 30% per month.
 - These orders have been processed by our dedicated CLEC centers and OSS interfaces.
 - In Florida and Georgia we've lost over 1.5 million short haul long distance customers.
 - In Florida, every single major business account has had at least one competitive proposal submitted to them.

**BellSouth Telecommunications
FCC Briefing
September 10, 1997**

1

Interconnection Organization
Product Availability
Ordering Interfaces
Provisioning/Maintenance Interfaces
Billing
Parity Metrics

2



Product Groups

RESALE	UNE
Simple (IFR, IFB, Four	Simple (Loop, port, N
Complex (ESSX, Frame, R	Complex (Infrastructure) (trunks, SS7)

11

30 Simple Resale Products

- Flat Rate Residence
- Flat Rate Business
- Measured Rate Residential
- Measured Rate Business
- Touchtone
- Speed Calling
- Three Way Calling
- Call Waiting
- Call Waiting Deluxe
- Call Forwarding Variable
- Remote Call Forwarding
- Remote Access to CF
- RingMaster
- Call Tracing
- Call Block
- Call Selector
- Call Return
- Repeat Dialing
- Preferred Call Forwarding
- Caller ID
- Enhanced Caller ID
- MemoryCall
- MemoryCall Answering Service
- Optional Calling Plan
- Area Plus
- Integrated Pkg - Area Plus, Area Plus w/ Complete Choice & Complete Choice
- Georgia Community Calling
- Independent Payphone Provider
- Message Telephone Service
- Visual Director

12

20 Complex Resale Products

- Accupulse
- Basic Rate ISDN & Primary Rate ISDN
- Centrex/ESSX
- DID Trunks
- E911/SALI
- Flat Rate PBX Trunks
- FlexServ
- Frame Relay & CDS
- Lightgate
- Megalink
- Megalink Channel Service
- Megalink Plus
- Megalink ISDN
- MultiServ/MultiServ Plus
- Measured/Message Rate PBX Trunks
- Native Mode LAN Interconnection (NMLI)
- Off Premise Extension (OPX)
- SmartPath DS-1
- SmartRing
- Synchronet

13

Simple UNEs

- Unbundled Loops
 - 2W Analog Voice Grade Loop
 - 4W Analog Voice Grade Loop
 - 4W DS1 & PRI Digital Loop
 - 2W ISDN Digital Loop
 - (ADSL Loop & HDSL Loop)
- Network Interface Device
 - NID to NID Cross Connect 2 Wire
 - NID to NID Cross Connect 4 Wire
 - NID to Spare Capacity
- Unbundled Local Switching
 - 2W Analog Line Port
 - 2W ISDN Digital Line Side Port
 - 4W ISDN DS1 Digital Trunk Port
 - Switching Functionality
 - 2W Analog DID Trunk Port
 - DID
 - Unbundled Local Usage
 - (Entire Local Calling Area)
- Number Portability
 - RCF

14

Complex UNEs

- Interoffice Transport Analog
- Interoffice Transport DSO
- Interoffice Transport DS1
- Interoffice Transport DS3
- Digital Cross Connect
 - DCS 1/0
 - DCS 3/1
 - DCS 3/0
- Access To Databases
 - 800 Database
 - Line Information Database (LIDB)
- O/S and DA UNEs
 - Directory Assistance Transport
 - Directory Assistance Database Service (DADS)
 - Direct Access to DA Service (DADAS)
- Open AIN (OAIN)
 - OAIN Tool Kit
 - OAIN Service Management System
- CCS7 Signaling Transport Service
 - A-Link Signaling
 - D-Link Signaling
 - STP

15

Complex UNEs

- Unbundled Interoffice Transport
 - Common
 - Dedicated
- Customized Call Routing (Selective Routing - LCC)
- Tandem Switching
- Unbundled Access To OSS
 - Pre-Order
 - Order/Provisioning
 - EDI
 - LEO
 - LESOG
 - LENS
- Unbundled Access To OSS con't
 - Maintenance/Repair
 - TAFI, EB Gateway
 - Billing (DUF)
- Local Interconnection (Incl Reciprocal Compensation)
 - 1 Way Trunking
 - 2 Way Intermediary
 - Multiple Tandem Interconnection
- Switched Local Channel Interconnection
 - Analog Grade
 - 2 Wire
 - 4 Wire
 - DS1
 - DS3

16

Complex UNEs

- INTRALATA Subscription
- CMDS
- Records Exchange
 - Non-Intermediary
 - Meet Point Billing
 - IntraLATA 800 Records & Compensation
 - Optional Daily Usage File
- Collocation
 - Physical
 - Virtual
- Dry Fiber
- Poles Ducts, Conduit
- Rights of Way
- Loop Concentration
 - Loop Channelization System
 - CO Channel Interfaces 2W Voice
 - CO Channel Interfaces 4W Voice
- Sub Loops
 - Loop Feeder
 - Loop Concentration
- O/S and DA UNEs
 - Operator Call Processing - OPCH, FACH BLV, EI, ECT

17

Electronic Interfaces

18